

# SCHOOLS PROCUREMENT

*SCHOOL COUNCIL REQUEST FOR TENDER (RFQ/RFT)*



# RFT For Learning Management System

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**Reference Number:** VSV Online – Learning Management System

**Submission Details:** Closing Time: 2pm Melbourne time 14 / 11 / 2022  
Place of Lodgement: *maumann@vsv.vic.edu.au*  
Receiving Staff Member: *Matthew Aumann*  
Additional Details: *Electronic*

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## CONDITIONS

### 1. RFT Presentations

*Virtual School Victoria* ("the School") does not warrant the accuracy of the content of the RFT. The School will not be liable for any omission from the RFT.

### 2. Confidentiality

The School may require persons and organisations wishing to access or obtain a copy of this RFT (or information relevant to this RFT/RFQ) to execute a deed of confidentiality in a form required by, or satisfactory to, the School before or after access is granted.

Whether or not execution of a deed of confidentiality is required by the School, all persons obtaining or receiving this RFT/RFQ and any other information in connection with the RFT/RFQ must keep the contents of the RFT/RFQ and such other information confidential and not disclose or use that information except as required for the purpose of developing a response to this RFT/RFQ.

### 3. Tender/Quotation Documents

All responses to the RFT/RFQ and any accompanying documents will, upon submission, become the property of the School. The School will not return any of these documents.

By submitting a response to this RFT/RFQ, an Invitee licenses the School to reproduce the whole or any portion of the documents which it has submitted for the purposes of, or in connection with, its evaluation, notwithstanding any copyright or other intellectual property rights that may subsist in those documents.

### 4. Enquiries

Enquiries concerning the RFT/RFQ must be made to the following Tender/Quote manager:

Name: *Matthew Aumann*  
Title: *ICT Manager*  
E-mail: *maumann@vsv.vic.edu.au*

All enquiries concerning the RFT/RFQ must be in writing and can only be made up to *three (3) days* prior to the Closing Time.

The School will respond to enquiries correctly lodged in accordance with the above conditions in writing and the response from the School will be provided to all potential Invitees to the RFT/RFQ.

### 5. Late Tenders/Quotations

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If a Tender/Quotation is lodged after the Closing Time, it may be disqualified from the RFT/RFQ process and may be ineligible for consideration unless:

- The invitee can clearly document to the satisfaction of the School that an event of exceptional circumstances caused the Tender/Quotation to be lodged after the Closing Time; and
- The School is satisfied that accepting a late submission would not compromise the integrity of the market approach.

The determination of the School as to the actual time that the Invitee's response is lodged is final. All Tenders/Quotations lodged after the Closing Time will be recorded by the School. The School will inform an invitee whose Tender/Quotation was lodged after the Closing Time of their ineligibility for consideration.

## **6. Incomplete Tenders/Quotations**

If a Tender/Quotation does not include all the information in the format required by the RFT/RFQ or is incomplete in any way as determined by the School in its sole discretion, it may be rejected.

## **7. Validity of Tender/Quotation**

A tender/quotation will be valid for acceptance by the School for a period of 90 business days from the Closing Time. This period may be extended by mutual agreement between the parties.

## **8. Unauthorised Communication and Improper Assistance**

Invitees are required to direct all communications through the Contact Person, unless advised otherwise by the Contact Person or the School. Invitees are required to meet or exceed the government's supplier code of conduct - <http://www.procurement.vic.gov.au/Suppliers/Supplier-Code-of-Conduct>. Unauthorised communication and/or seeking to obtain assistance of employees, agents or contractors of the School in preparation of their proposal may, in the absolute discretion of the School, lead to disqualification of a RFT/RFQ submission.

## **9. Reservation**

The School reserves the right to, in its absolute discretion, refuse to consider or accept any Tender/Quotation or all Tenders/Quotations. The School will not necessarily accept the lowest priced tender nor any other tender. The School further reserves the right to:

- a) reject all Tenders/Quotations without giving reason for the rejection; and
- b) accept a portion or the whole of any Tender/Quotation at the price or prices quoted unless the Tender/Quotation states specifically to the contrary.
- c) negotiate with one or more Invitee's and allow any Invitee to vary its Tender/Quotation

## **10. Preferred Supplier**

Selection as a preferred supplier does not give rise to a contract (express or implied) between the preferred supplier and the School for the supply of Goods and/or Services. No legal relationship will exist between the School and the preferred supplier until such time as a binding contract is executed by both parties.

## RFT DETAILS

*Virtual School Victoria is one of the largest State Government schools in Victoria. Previously known as Distance Education Centre Victoria, our history dates back to 1909. Our teaching model is based on the most extensive evidence-based research conducted into virtual learning in Australia. The school's values are: Growth, Empathy, Respect and Collaboration.*

*Virtual School Victoria is the state leader in online education, providing online learning to Victorian residents. As at Census data August 2022 we have 5003 enrolments with and EFT of 2623.5 spread across students from Foundation to Year 12. This consists of shared enrolments with both government and non-government schools. Virtual School Victoria also delivers the Victorian High-Ability Program to over 48,000 students over a 4 year period.*

### 1. Background

*Since 2015 Virtual School Victoria has delivered a fully online delivery model for education resources and learning programs. The learning management system (LMS) of choice is Moodle based. All authentication is based on Microsoft Azure.*

*We delivery over 400 courses to students, with the peak load during the school times of 9am to 4:30. Access to the courses is 24/7. VSV provides education to Victorian residents but students can access the LMS from around the world.*

*Authentication is based on Windows Active Directory in Microsoft 365.*

### 2. Scope

*The contract term for this will be 4 year with the option to extend to 5  
The successful vendor will need to supply the LMS services, technical support, hosting (based within Victoria) and backup services. This costing should include all associated licencing and support.*

### 3. Statement of Requirements

*The Requirements are as follows:*

- *Learning Management System*
- *Victorian Based Hosting*
- *Capacity for 600 concurrent connections at peak times*
- *Capacity for up to 3,000 users logged in at once, up to 10,000 visits per day.*
- *All associated licencing costs*
- *Ability to connect remotely via secure channel API calls*
- *Ability to control access, user rights, grouping and course access via secure channel API*
- *All staff who may access the system are aware of the Child Safety Standards policy.*
- *Any staff who may access the system and indirectly or directly interact with student have a current Working with Children Check or current police check*
- *24-hour or better restoration time in the case of system failure*
- *Ability to archive courses and the end of each school year including all student submissions and teacher feedback given in the system.*
- *Ability for VSV to take control of the system in the case of force majeure*
- *Annual billing cycle*
- *Ability to directly access a dedicated account and technical support representative*
- *Bi-Weekly meetings during school term time with support repetitive to help triage issues.*
- *Annual updates to the system*
- *Allow 3<sup>rd</sup> party security audits, including Penetration testing*

- *Student submissions are uploaded into the assignment submission area with the ability for teachers to give feedback via markup on the submission, uploaded multimedia content for text.*
- *Meet the Department of Education and Training Privacy and Security Requirements*

*The Victorian High-Ability Program has increased the stress on the system with up to 16,000 students annually over 4 years. This extra licencing and capacity cost should be billed separately and will account for up to an extra 500 concurrent connections on the system during school hours.*

#### 4. Important Dates

*Contract to commence February 1<sup>st</sup> 2023*

#### 5. Relationship Management

Contract Manager: *Matthew Aumann – 03 8480 0126 – [maumann@vsv.vic.edu.au](mailto:maumann@vsv.vic.edu.au)*

#### 6. Reporting requirements

Any matters which arise that may be deemed to materially affect the development of the project should be communicated to the School Project Manager within twenty-four (24) hours of the matter being known to the Contractor.

#### 7. Key Performance Indicators (KPIs)

KPI	Performance Target
Quality	Services are provided to contracted specifications 99.9% of the time
On time	100% of Services are provided on date/time required
Customer Service	100% of major operational issues are resolved within 24 hours of notification. 100% of issues raised are responded to within 4 business hours.
Reporting	Reports are provided quarterly of systems usage to monitor if extra capacity will be required

## 8. Insurance

Pursuant to the attached terms and conditions, insurance provisions shall include:

Insurance	Minimum Amount
Public Liability	<i>Public liability insurance: \$AUD 20 million in respect of any one occurrence and for an unlimited number of claims.</i>
Product Liability	<i>As above</i>
Professional Indemnity	<i>\$5 million [per event / in the aggregate]</i>
<i>Workcover</i>	<i>All Workcover insurance and claims for employees of the provider will be the responsibility of the supplier.</i>

## 9. Pricing

Provide details of your pricing for the specifications, using the format set out in the tables below.

Services				
Milestone	Units/hrs	Rate (excl. GST)	GST	Total
<i>Service 1</i> LMS Core services and function for 5000+ VSV Students including licencing				
<i>Service 2</i> Capacity to cater for the Victorian High Ability Program				
<i>Pre-Paid support hours</i>				
<i>Excess Support hour base rate</i>				
<i>Extra services costs</i>				

Other expenses, including disbursement and reimbursements				
Item	Description of expense	Rate (excl. GST)	GST	Total
Initial Setup	Initial Service setup costs			
Course Transfer costs	Costs to move the courses into the system			

## 10. Submission

The submission process and timelines are set out in the 'Submission Details' section on the first page of this document.

## 11. Selection Criteria

The selection criteria for this project are:

Criteria Category	Detailed Criteria	Weighting (out of 5)
Criteria 1 – Compliance with specifications	<i>Hosted in Victoria</i>	5
	<i>Dedicated support representative</i>	5
	<i>Demonstrated Capacity</i>	5
	<i>Ability to connect via API</i>	5
	<i>Control users/Groups/Access via API</i>	5
	<i>End of year Archive process</i>	5
Criteria 2 – Compliance with legislative requirements	Agrees with Services Contract supplied	5
	<i>Ability to exit and take data</i>	5
	Meets Department Privacy and Security Requirements	5
Criteria 3 – Positive reputational practices	<i>Can have a 'Report Concern' function</i>	5
	<i>Can provide WWCC on request</i>	5
	<i>Add specific criteria</i>	5
Criteria 4 – Capability/ Resourcing	<i>Dedicated Account Representative</i>	4
	<i>Dedicated Support Representative</i>	4
	<i>Add specific criteria</i>	4
Criteria 5 – Past Performance	<i>Able to provide references</i>	3
	<i>Able to provide K-12 references</i>	3
	<i>Knowledge of DET and/or VSV systems</i>	3
Criteria 6 – Support/ Value Add	<i>Part of the Moodle or similar community</i>	1
	<i>Other K-12 schools as clients</i>	1
	<i>Outlines expected support response times</i>	1
Criteria 7 - Location	<i>Melbourne based offices</i>	1
	<i>Australian based offices</i>	1
Criteria 8 - Integration	<i>Integration with Google</i>	1
	<i>Integration with Microsoft</i>	1
	<i>Integration with H5p</i>	3

	<i>Intergration with Articulate</i>	<i>3</i>
	<i>Intergration with Captivate</i>	<i>1</i>
	<i>Intergration with ClickView</i>	<i>2</i>
	<i>Ability to intergrate other SCORM objects</i>	<i>3</i>

**12. Contract Documentation**

Bidders are required to indicate they fully understand and comply with the attached agreement's terms and conditions, otherwise bidders may include a list of contractual departures that they wish to negotiate with the school.



# **BIDDER RESPONSE**

## **(Complete and Submit to the School)**

**Reference Number:**

**RFT/RFQ Title:**

### **Supplier Details**

Trading Name:

Registered Name:

ABN:

ACN:

Address:

Small to Medium Enterprise:    Small: ☐                      Medium: ☐                      Large: ☐

<i>Note: Small to Medium Enterprises (SMEs) are defined as firms with less than 200 full time equivalent employees. Under 20 full time equivalent employees is defined as Small, 20-199 full time equivalent employees is defined as Medium and 200 plus full time equivalent employees is defined as Large.</i>
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### **Contact Details**

Contact Person:

Role:

Telephone:

Mobile:

Email:

I/We offer to supply the goods and/or services specified in this RFT/RFQ; at the fees/charges specified; within the agreed period; under the terms and conditions included and any special conditions as may be specified.

Signature:

Name:

Date:

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## **Instruction to the bidders on how to submit your proposal**

The Quote/Tender should include:

- a) An overview of how you will meet the specification requirements
- b) Details of your knowledge and previous experience relevant to the required procurement
- c) Detail of your business's resources and systems to support the delivery of the required procurement. Include names and qualifications of staff; be specific about their role in the delivery of the procurement
- d) Details of any value adding factors, such as innovation, local job and sustainability initiative (if applicable)
- e) Responses to the selection criteria
- f) Pricing Schedule using the table provided in the RFQ/RFT details.
- g) Include a statement that indicate that you fully accept the proposed terms and condition. If not, include a list of proposed departure(s) from contract terms and conditions for the school's consideration.
- h) Declaration of any conflict of interest (potential or real) and how this may be managed
- i) Detail your financial capability to deliver the goods or services
- j) Details of your public, product and professional insurances held (
- k) Any other relevant information
- l) Include a statement that you fully meet the Department Privacy and Security Requirements. If not, include a statement listing which requirements you do and do not meet.